

# Can the Ombudsman Help You?

**If you answer “Yes” to three short questions, the process is simple.**

Call the Office of the National Ombudsman toll free at (888) REG-FAIR (734-3247), e-mail the Ombudsman at [Ombudsman@sba.gov](mailto:Ombudsman@sba.gov), or download the comment form from the website at [www.sba.gov/ombudsman](http://www.sba.gov/ombudsman).

When a completed one-page comment form and substantiating documents are received, a determination is made as to whether or not the comment is within the jurisdiction of the Ombudsman. This is done by answering each of the following questions:

1. Are you a small-business owner, small government entity, or a small non-profit organization?
2. Is your comment about a federal government agency?
3. Have you been unfairly or excessively fined or penalized by a federal government agency, or is a federal agency enforcement action imminent?

If the answer is “NO” to any one of the above questions, the comment is not within the jurisdiction of the SBA National Ombudsman.

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